

Modular and upgradable

COMPAQ DESKPRO/M family offers innovative design

Compaq has introduced the COMPAQ DESKPRO/M family – four EISA-based desktop PCs offering Intelligent Modularity. Unlike conventional PCs, which integrate most components on the system board, the new COMPAQ PCs' innovative design divides those components into five distinct subsystems – processor, EISA bus, I/O, video graphics controller and memory expansion – each on a separate board.

The unique Intelligent Modularity design allows users to upgrade more than just the processor, a limitation found in other modular-based systems. Users can quickly and easily modify key system components as computing requirements change and technological advances are made. In addition, servicing these PCs is greatly simplified, with major components on easy-to-access modules.

"Today's announcement underscores Compaq's ability to develop affordable products that provide a solid foundation for addressing today's computing requirements, while offering a clear growth path for future developments," said Rod Canion, Compaq President and Chief



The COMPAQ DESKPRO/M family of PCs was introduced Sept. 16 in New York City.

Executive Officer. "Never before have we introduced a product family that offers customers this much versatility, allowing them to quickly and easily upgrade virtually their entire system. Businesses can standardize on a

single platform knowing their investments are protected, since PC configurations can be readily changed to adapt to increasing demands and new technologies."

The four products in the new family are

the COMPAQ DESKPRO 386/25M, an Intel 25-MHz 386-based PC; the COMPAQ DESKPRO 486s/16M, which features the newly announced Intel 16-MHz 486SX microprocessor; the COMPAQ DESKPRO 486s/25M, featuring another new processor from Intel, the 25-MHz 486SX; and the COMPAQ DESKPRO 486/33M, an Intel 33-MHz 486-based PC.

No matter what level of computing performance is required, the COMPAQ DESKPRO/M PCs offer customers a real value, with an exceptional combination of features and capabilities at aggressive prices.

Competitive price

Compaq engineers optimized a variety of features in order to extend the COMPAQ DESKPRO/M family's useful life and ensure the PCs are well equipped to accommodate future upgrades, further differentiating the products from competing modular PCs. These include a custom designed memory controller and other Application Specific Integrated Circuits (ASICs), which automatically adjust to

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System management tool most advanced in PC class

The new COMPAQ System Manager, introduced Sept. 9, provides the most advanced system management capabilities available. It even features a remote control capability that supports cold system reboots.

For network administrators responsible for several servers at multiple locations, this new hardware and software option for PC-based network servers and multiuser host systems is like an infinitely-patient, 24-hour sentry. It constantly watches over the server, intelligently monitoring system health and operation. It even monitors environmental conditions such as internal system temperature and power.

If there is a problem, COMPAQ System Manager alerts the network administrator by modem, pager or phone.

COMPAQ System Manager also enables remote control of the server so the administrator can run any text-based application, including diagnostics and the COMPAQ EISA configuration utility.

Since it has been designed for use with COMPAQ EISA-based servers such as COMPAQ SYSTEMPRO, the new prod-

uct helps minimize down-time of critical servers and hosts.

"There is a pent-up demand among users of network servers and multiuser hosts for more awareness and control of system conditions, especially from remote locations," said Lorie Strong, Vice President, Product Marketing.

"Compaq, through the introduction of COMPAQ System Manager, is delivering an unprecedented level of information about hardware and operating system operations for Compaq personal computers running large networks or mission-critical applications."

The new product's 32-bit board and associated operating system support software are installed on the server or host to be monitored. The System Manager Facility software – a Windows-based application – resides on a separate "management PC," such as the network administrator's personal computer. It communicates with the COMPAQ System Manager board by modem or direct connection.

While the COMPAQ System Manager is optimized to work with COMPAQ SYSTEMPRO, it also operates with other

EISA-based COMPAQ products, including the COMPAQ DESKPRO 386/33L, the COMPAQ DESKPRO 486/33L and the COMPAQ DESKPRO 486/50L. It is supported by leading operating system environments, including Banyan VINES, Microsoft Operating System/2 (OS/2) as published by Compaq, Microsoft LAN Manager, Novell NetWare v3.1x

and SCO UNIX System V/386.

To assure the most effective installation and support, COMPAQ System Manager is available only through Authorized Dealers in the U.S. and Canada who have a Compaq Accredited Systems Engineer (ASE) on staff. ASEs are specially trained to augment the Authorized Dealer's network and connectivity expertise.



The COMPAQ System Manager.

Compaq Customer Support Center responds

From the time the first call was answered in March 1991, the Compaq Customer Support Center has focused on meeting its primary objective – improving customer satisfaction. The Customer Support Center measures its progress by customer response to its efforts.

The following are a few of the many letters from customers the Customer Support Center has received, demonstrating the level of success the center's representatives have experienced during its first six months of operation.

Unique staying power

Dear Compaq Computer Corporation:

I have recently had what is in today's world, a truly unique experience. I have dealt with employees of a corporation who are conscientious, patient, courteous and helpful!

I presently own two COMPAQ computers, an "antique" COMPAQ DESKPRO, and a newer COMPAQ DESKPRO 286/12. When my IBM PS/2 55sx fried, I attempted to resurrect my COMPAQ DESKPRO 286/12, which had been gathering dust. The machine was unable to function with a Compaq video display card, and no amount of configuring would correct the situation. Having long since lost my setup and diagnostics disks, I called upon your Technical Support Staff for assistance. Everyone was exceptionally helpful, even going so far as to express the requisite diskettes to me.

Being a part-time consultant in micro-computers, I come across many vendors and manufacturers. I must say that on a scale of 1 to 10, IBM ranks below 1 and Compaq is a 10+. You are to be congratulated. Naturally, personnel of this caliber are a direct reflection of the parent company, and as such, my esteem for Compaq is quite high. Your excellent service makes it far easier for me to justify the expense of a Compaq-based system when making recommendations to my clients.

Steven R. Fels
Moraga, Calif.

A breath of fresh air

Dear Compaq Customer Service Center:

I wanted to take a minute to tell you about a recent experience with one of your service reps. I own a small consulting and software development company out in remote West Texas. I often have to service a customer's hardware and therefore deal with several manufacturers' service staffs. On this date, I needed information on a COMPAQ DESKPRO 386 and called your "800" number for assistance. What I received was a breath of fresh air compared to the help I normally get from service reps. Not only was my representative courteous, he knew what he was talking about!

The response from all your people that I dealt with was so friendly and receptive to my needs that I firmly believe this is the best service I have ever received.

For my customers who are out of my hardware service area that need new systems, I will be compelled to recommend COMPAQ systems. I already knew the computers to be of good quality, but it was the support that clinched it. Keep up the good work!

Ron Mills
Romill Company Applications

A prompt call to action

Dear Customer Service Support Center:

We did receive our replacement monitor last night and have been using it this morning. It works great!

Thank you so much for your attention to our situation and your prompt action in handling this problem.

It is very exciting and affirming to be treated with the respect and speed you have shown. Your actions are truly a positive reflection on the company you represent and make us proud to be Compaq owners and users.

Suzanne E. Lantz
Stitt Energy Systems, Inc.

Customer satisfaction sparks competitor switch

Dear Compaq:

Our compliments, and thanks, for instituting the "800" Customer Service line. We are a small business that switched from IBM to COMPAQ computers a few years ago; and our only dissatisfaction with that switch has been with the unavailability of reliable, in-depth technical support. We are in no way impugning our local ComputerLand's fine service. They've been very helpful and generally very knowledgeable; but they cannot reasonably be expected to have answers to all of the technical questions we've raised over the years.

I recently had occasion to try your new Customer Support Center, mentioned in the March/April issue of your *Compaq Compass*. I found it to be just the ticket. The very courteous and helpful contact provided the compatibility information we needed for upgrading our COMPAQ SLT and COMPAQ DESKPRO computers.

Again, thanks for providing this service. We're sure it will complement your reputation for offering superb computers.

Keith P. Rhea
Ampro Resources

Compaq goes the extra mile

Dear Compaq:

I am writing this letter to acknowledge the time and efforts of your representatives from the Customer Service Department. Thanks to them a potentially unfortunate situation between one of your end-user customers and one of your local dealers was averted.

While this incident concerning an Irwin tape unit took several weeks, many telephone calls, involved questions of ownership, warranty limits and dealership responsibility – not to mention my, hopefully not too aggravating pursuit of answers – your staff followed through until a satisfactory conclusion was reached. They even arranged for a local dealer to handle our problem rather than have us travel out-of-state to the next closest office of the dealership that began the problem.

Compaq Computer Corporation has for many years been a symbol of solid quality equipment. Now quality equipment won't be the only thing Compaq is known for. My compliments to you.

Charlie Hoehing
Highland, NY

Net worth of the network

Dear Customer Relations Department:

I wish to extend my sincere thank you for your rapid response and overnight shipment of a new hard drive to replace the one that failed in our COMPAQ DESKPRO 286e File Server. Even though it is not a large network, the information contained on it is vital not only to our small organization but to our customers who depend on our providing information to them.

Other brands of computers could serve the same purpose, but we felt the reliability of Compaq was worth the expense. Your concern and help through the recent disk failure shows that your reputation is well-deserved. We will keep your products on our plans for future purchases.

I must comment about the service we received from the local ComputerLand store in Lincoln, NE. They are always very helpful and prompt. Also, they have the best service department in Lincoln. Their pricing structure is fair, and I have complete faith in their recommendations. They understood our dilemma and had our file server back on line within hours of receiving the drive from your firm.

Thank you again to all in your department for the prompt and courteous response.

Larry J. Prentice
Nebraska Crop Improvement Assoc.

Finding the perfect match

Dear Compaq Customer Service:

I want to bring to your attention the courtesy and helpfulness of your representatives. Approximately a year ago the disk door switch was broken on my first computer – a COMPAQ DESKPRO. I contacted several dealers in and outside of this area attempting to obtain a replacement part. All told me that I would need to purchase a new disk drive since this small part was unavailable and could not be obtained from Compaq.

Last month I noticed that you had initiated a new customer support center service. I called and spoke to someone who was able to locate several parts which were forwarded to me. One of the parts worked. Your staff followed up by inquiring if the part sent worked. I was pleased by the initiative, courtesy and enthusiasm. This will influence my future buying decision.

Daniel D. Clayton
Beaumont, Texas.

If actions speak louder than words, the hard work, dedication and enthusiasm of the Compaq Customer Support Center makes a clear statement – Compaq is committed to total customer satisfaction.

Company processes eliminate CFCs



Last month the first printed circuit boards were produced in Houston using a new manufacturing process that eliminates the use of chlorofluorocarbons (CFCs). This process, developed by the company's manufacturing and process engineers, will be phased in worldwide over the next few years.

Skills Based Certification implemented at Compaq

Pam Lassetter
PCB Operations

Skills Based Certification (SBC), designed to better support specific manufacturing, business and employee development needs, is being implemented in various Compaq Houston operations.

The system was announced last year after extensive research by members of the Operations, Materials Management, Employee Relations and Compensation groups.

SBC systems will better support our World Class Manufacturing operations by:

- Providing Compaq with a technically focused, multi-skilled, versatile and flexible workforce.
- Encouraging employees to acquire and maintain job skills.
- Providing a visible career path for employees' growth and development.

SBC is a system that compensates employees not only for performance but also for acquired job skills. The SBC

system offers the opportunity to gain specific skills necessary to perform jobs. It outlines job progression, time requirements and training needs. An audit of the employees' skills verifies job knowledge and abilities. To enhance skill retention, job rotation systems are implemented.

SBC is being piloted by several work groups within Manufacturing Operations and Quality, Materials and Operating Services (QMOS).

These work groups and certifications, and implementation dates are:

- CPU Manufacturing – Manufacturing Associates, 9/90
- CCM 1, 2 & 6 – Material Associates, 9/90
- CCM 5 – Options, 10/91
- PCA Manufacturing – Manufacturing Process Specialist, 6/91
- CCM 3 & 4 – Electronic Techs (Debug only), 7/91
- Offline Repair Specialists, 7/91

Material Control Specialists, 10/91

- Service Manufacturing – Service Repair Specialists, 5/91
- Sommermeyer – Service Material Specialists, 10/91
- Service Debug Technicians, 12/91
- QMOS – Distribution, 7/91
- Inventory Operations, 10/91

SBC systems require a significant resource commitment. Teams have been working for over a year in each of the different organizations to develop the plans, training and management structures required to administer SBC programs.

Short- and long-term results expected include improved quality, better productivity, reductions in absenteeism, less turnover and greater job satisfaction. Production costs and cycles should also be improved.

If you have questions concerning SBC, contact your employee representative.

Employee advances through SBC program

Skills Based Certification (SBC) is already helping Compaq employees advance their skills and job levels. One CPU Manufacturing employee – Sonia Pena – is testimony to this.

Pena, a CCM6 employee for two and a half years, has worked in many areas of the systems factory, including Assembly, Test and Pack. Even though she has years of experience, she remained at Job Grade 3 because very few opportunities for promotion existed. It was also difficult for Pena to determine what other areas of CPU offered opportunities for skill advancement and job grade promotion.

The SBC system flow in CPU Operations is Assembly, Test and Pack for four months each. After working four months in one of the three areas, Pena signed up for a certification audit. Once certified in one of the areas, she could rotate into the other two areas for four months each. Pena spent one year getting certified in all three areas and attending required classes. She was then promoted to the next job grade – MA2 (Job Grade 4).

When time came for her first audit, Pena says she was very nervous.

"The audits were fair, and they verified that I knew everything I needed to do my job correctly," she says. "If you read the audit instructions carefully, and then check your work, any employee should be able to succeed."

In order to continue her progress, Pena has signed up to rotate into the Repair area so she can add to her skills and work toward her next promotion. Within the next year, she hopes to acquire all the skills necessary to schedule the next audit that will allow her to be promoted to an MA3.

According to the SBC plan for CPU Operations, Pena will spend eight months in the Repair area and then four months in Rotation.

Next year, Pena will have technical expertise in all major functions within CPU Operations.

Pena believes that SBC has offered her an opportunity to learn other job skills and has given her a visible career path. She says she looks forward to the challenge of rotating between all the jobs frequently – avoiding the boredom and frustration that sometimes result from doing the same task day after day.

Stars of the show



COMPAQ products were the stars of the show at P.C. Expo, held recently in New York's Jacob Javits Convention Center. The theme of the large Compaq booth was "There's Just More To It." Approximately 75,000 corporate industry buyers attended the annual trade show, and the Compaq booth attracted crowds each of the show's three days. The brightest star was the COMPAQ DESKPRO 486/50L, which was announced at the show. The Customer Service and the laptop stations at the Compaq booth also drew large crowds.

ACE membership quadruples

Eighty-five companies have now joined the Advanced Computing Environment (ACE) initiative, more than quadrupling an original membership of 21.

Members include most of the world's leading system companies, software vendors and semiconductor vendors.

ACE members also have distributed the first release of the Advanced RISC Computing (ARC) specification. The 150-page specification defines minimum hardware standards, ensuring that shrinkwrap applications can be made available

to run on all ARC-compliant systems.

Announced in April, the ACE initiative is a broadly supported, standards-based, open computing environment for a new class of advanced computing systems. One key element is support for two open computer hardware platforms – the ARC specification for MIPS microprocessors, and systems based on 386, 486 and future x86-based microprocessors. Another key element is support for two operating systems – Microsoft Windows/NT and The Santa Cruz Operation's Open Desktop.

Thanks to entrants

Thanks to everyone who sent in their response cards from the July *Inside & Out*. The 10 winners of the drawing of response cards are: Joe Carr, CCM5; Barbara Dohrer, CCA10; Candance Geyer, CCA13; David Johnson, Scotland; Terez Johnston, CCA5; Paul Mathews, CCA7; Shea Swanson, CCM3; Connie Wiencek, CCA9; Lisa Wilson, CCA13; and

Mary Lou Wolfkill, McLean, Va.

These lucky winners won a Compaq keychain.

Congratulations and thanks for entering!

Story idea for Inside & Out? Send it to Inside-Out Suggestion @ Corp Rel @ Mkt Hou on the Banyan network (under Suggestion in directory) or mail code 120703.

This Isn't
Just Applause,
It's A

STANDING OVAATION



Since We Introduced Our First COMPAQ PC, Millions Of Readers And Editors Worldwide Agree—Our Products Are Simply The Best.

Employee saves show for Pet Shop Boys

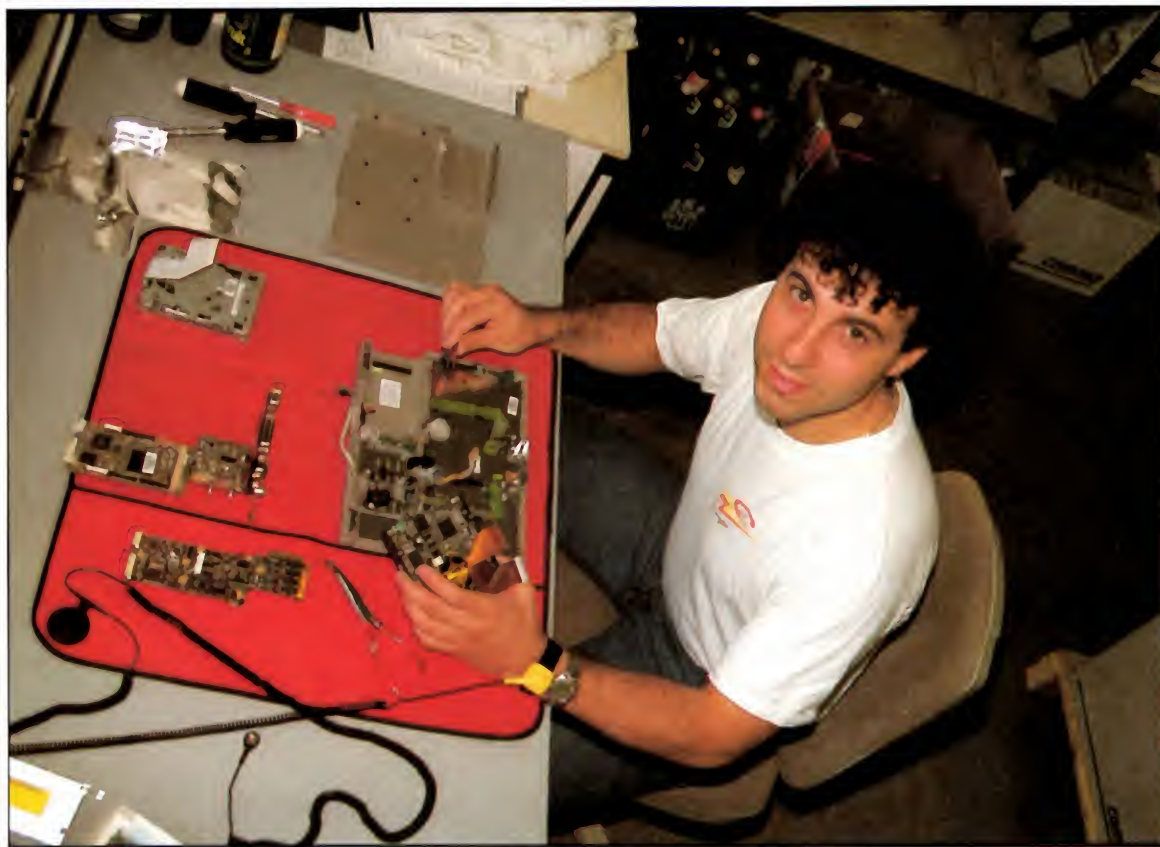
FRANCESCO CARUSO
Advanced Support Engineer
Compaq Switzerland

It's Friday afternoon and thoughts of the weekend replace those of work. All is quiet in the Customer Hotline Department of Compaq Switzerland in Bassersdorf.

Breaking the silence is an emergency call put through by the Sales Department – the tour manager of the Pet Shop Boys pop group has dropped his COMPAQ LTE/286 holding all the group's important data.

Robby Williams, a well-known figure in the pop music industry, is at the Hallenstadion, Zurich's largest concert hall, getting ready for the Pet Shop Boys' performance in a few hours. He desperately needs his COMPAQ LTE/286.

A solution must be found immediately since the Pet Shop Boys and their manager will be in Milano, Italy, the next day for another concert. After contacting



Francesco Caruso



The Pet Shop Boys gave Caruso a signed photo. "Thanks for resuscitating the computer!" it says.

an Authorized Dealer, I find he doesn't have the proper spare parts in stock. Time is short, so I decide to take over this case.

With the help of my coworkers in the Spares Department, I quickly gather up all necessary spare parts and tools for the repair. Off I go to the Hallenstadion.

After passing through several security checks, I meet Williams, who shows me the damaged computer – a whining hard disk and a broken LCD panel.

I begin the repair. After replacing the LCD panel, I examine the hard disk. As I expect, the data cannot be read. When asked if he made a back-up of his hard drive, Williams shakes his head in dismay. His disappointment at the loss of the group's data can be read on his face.

But there's still hope! First, I replace the electronics on the hard disk, but without success. The hard disk seems to

have a physical defect. Then – against all rules – I open the hard disk and move the read/write head manually while the disk is still spinning.

What do you know – the read/write head starts moving and the data can be read. Everyone in the room breaks out in cheers. Now I can copy the entire contents of the hard disk on to that of the spare COMPAQ LTE/286 I brought along just in case. The newly created "mirror" hard disk is finally placed into the new notebook.

Williams – obviously impressed – asks me for information about our newest notebook. I pull out a unit (which I brought expecting this question) and show it off.

"What efficiency," he says.

It's almost 7 p.m. Outside, excited fans eagerly await the start of the show. Another work day ends for this Hotliner!

German reunification – a challenge and an opportunity

MANUELA DOERKEN
Compaq Germany

Germany has been transformed by recent events. East and west have joined to form a large democratic country offering the rights of freedom and equality for all Germans. The German Democratic Republic, also called East Germany, was a communist country where everything belonged to the state and people were not allowed to express their opinion or leave the country without government permission.

This changed Nov. 9, 1989, when the wall separating East and West Germany fell – meaning people were free to leave or enter the country as they pleased. In Berlin, thousands of people celebrated this great moment in the streets, for they had not believed this would ever happen.

The opening of the borders is a great opportunity for the German people, the government and the economy.

These changes also mean that the German Compaq subsidiary is facing many new business conditions and challenges – calling for a lot of creativity from employees.

The reunification also demanded that Compaq be near the related activity – Berlin! On Aug. 28, 1990, Compaq opened a new office with three employees who were ready to make sure COMPAQ PCs were offered at the right place and the right time. With the growing privatization of formerly nationally owned enterprises, there are many new opportunities.

In May 1991, Compaq invited the most important managers from the eastern public administration sector to join an initiative to help the region gain a strong economy. In the beginning, the sales force was very cautious with their expectations. However, they were overwhelmed by the great response this event had.

The economic situation in the former

German Democratic Republic is not yet completely stable. The western part of Germany and the European Community are helping the state governments and companies by granting credits, investing in companies and enterprises and other special activities.

Compaq and some of the other

important computer companies joined to create the "Compaq Initiative fuer mehr Einheit," a program that allows Eastern companies to obtain hardware and software packages under special conditions and prices. As always, Compaq leads through example and takes advantage of these great historical events.

Important historical highlights:

Nov. 9, 1989 – The fall of the Berlin wall between East and West Germany

March 1990 – First democratic elections in East Germany

July 1, 1990 – Introduction of the Deutsche Mark currency in East Germany

Oct. 3, 1990 – Reunification of East and West Germany

Dec. 2, 1990 – First common democratic elections

July 20, 1991 – Berlin is named German capital.

Economic development highlights:

March 1, 1990 – The "Treuhand" was founded to manage nationally owned companies and enterprises.

July 1, 1990 – Nationally owned companies and enterprises are dissolved and transferred into private ownership. Shares are being sold to the general public.

Compaq employee goes for the Gold in Olympic trials

When it comes to unleashing the power, Compaq people know what they're doing! Attila Huszka, Electrical Design Draftsman — Central Facilities, has demonstrated his ability to handle much more than his work at Compaq. When Huszka is not taking electrical classes, creating AutoCAD renditions of the electrical systems of Compaq buildings or practicing his six-string or bass guitar, he is training to compete in various weight lifting competitions and to become a member of the 1992/96 Olympic Weight Lifting Team.

Keeping competition in the family

Huszka began training for the Olympics 10 years ago. His brother and fellow Compaq employee, Mike Huszka, and father also participate in the sport. Mike Huszka was a 1983 Junior Olympic Champion. However, Attila's major source of inspiration has been his father — Mike Huszka, Sr. According to Attila: "People compliment my father all the time on his training and coaching technique. He's the best."

His father is Huszka's coach and trainer. He also has first-hand weight-lifting experience. He was a two-time Olympian representing Hungary in 1960 and 1964 and tied first place in the World Championship in 1962. He currently holds the Master's World Record title and will represent the United States in Germany in September.



Attila Huszka

Bound for Barcelona

For Attila, the road to the 1992 Summer Olympics includes participating in the "Nationals" and Pre-Olympic competitions held throughout the United States in December. An Olympic Committee then chooses the two best lifters and alternates per weight class. Weight classes are divided by kilograms: 52, 56, 60, 67.5, 75, 82, 90, 100, 110 and 110+. Huszka is presently in the 82 kilo weight class.

In March 1991 at a Texas State Championship in Dallas, he lifted his all-time best weight of 157 kilos. One week later, he broke his own record and lifted 160 kilos (approximately 350 pounds)!

Huszka explains that Olympic weight lifting differs from power lifting or body building. Olympic lifting requires speed, flexibility, technique and coordination as well as explosive strength.

To train for the two types of Olympic lifts — "the Clean and Jerk" and the "Snatch" — you must take into account many rules and strategies. Something as simple as raising one elbow before the next in the Clean and Jerk lift can disqualify you.

The power of positive thinking

Huszka is positive that with hard work and steady training, he can be part of the Olympic team. Hard work includes eating sensibly and avoiding empty calories, and working out consistently every day for at least four hours. He believes he can be Number 1 in the United States. But to do that, he feels it is necessary to devote himself full time to his training. "Once you start, you've got to maintain it. It takes lots of dedication. All during my 10 years of

training, I never came to a complete stop. I continued to lift," he explains.

Huszka will be on a leave of absence from Compaq to devote his full attention to training. Though he is sorry to leave, he looks ahead to the opportunities waiting for him.

"It's a great company. I've made a lot

of friends here. They really support me," he states. "But to qualify for pre-Olympics in December, I have to really focus."

To support his efforts, he hopes to be sponsored by various companies and obtain grants from the Weight Lifting Federation.

COMPAQ DESKPRO/M PCs answer many needs

The four COMPAQ DESKPRO/M PCs — the COMPAQ DESKPRO 386/25M, the COMPAQ DESKPRO 486s/16M, the COMPAQ DESKPRO 486s/25M and the COMPAQ DESKPRO 486/33M — deliver the features needed in business computing.

Aimed at business users who desire the value and performance associated with 386-based technology, and are interested in a future upgrade path, the COMPAQ DESKPRO 386/25M features an Intel 25-MHz 386 microprocessor. Also featured are a 25-MHz cache memory controller with 16-Kbytes of four-way set associative cache, maximizing memory performance at minimal cost, and a coprocessor socket for either an Intel 387 or Weitek 3167 math coprocessor.

Performing up to 25 percent faster than 20-MHz 386-based cached systems, the COMPAQ DESKPRO 386/25M is ideal for business users running typical productivity applications.

The COMPAQ DESKPRO 486s/16M provides 486-level computing for business users running productivity applications including presentation graphics and Windows-based applications.

It features the new Intel 16-MHz 486SX microprocessor, allowing it to perform up to 25 percent faster than 25-MHz 386-based systems. The desktop incorporates an integrated cache controller with 8 Kbytes of cache memory, which improves average data access

time and system performance. It also includes a performance upgrade socket for 487SX coprocessor support, which reduces the process time of demanding numeric-intensive applications.

Performing up to two times faster than 25-MHz 386-based systems, the COMPAQ DESKPRO 486s/25M is well suited for the business professional running demanding applications such as database management and presentation graphics, or applications running under Windows.

It is the highest performing 486SX desktop PC available, featuring a newly introduced Intel 25-MHz 486SX microprocessor with an integrated cache controller with 8 Kbytes of cache memory, and a performance upgrade socket for 487SX coprocessor support that provides compatibility with future performance improvements developed for the Intel standard.

The COMPAQ DESKPRO 486/33M is aimed at design engineers, scientists and software developers running specialized applications such as CAD (Computer Aided Design), software development and financial analysis.

It features an Intel 33-MHz 486 microprocessor, an integrated cache controller with 8 Kbytes of cache memory, and an integrated 387 numeric coprocessor. The COMPAQ DESKPRO 486/33M performs up to two times faster than 33-MHz 386-based systems.

COMPAQ DESKPRO/M family offers features you want today

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new processor speeds, a highly durable steel chassis, and a powerful 240-watt power supply, which can accommodate fully configured systems today, as well as future power requirements of advanced processors and expansion boards.

The processor board upgrade program, designed to further protect customer investments, also reinforces the company's commitment to offer affordable products. When customers decide to upgrade to a higher level processor, they will receive credit for returning the processor board from the original purchased PC.

Easy upgrades

With the company's innovative modular design, upgrades are quick and easy — completed in less than five minutes!

The design also reduces downtime typically associated with upgrades and service.

The EISA expansion bus accommodates current and future expansion boards, without sacrificing performance or

compatibility. The COMPAQ DESKPRO/M family supports current and future high-performance 32-bit EISA peripherals, and is compatible with the thousands of 8- and 16-bit Industry Standard Architecture (ISA) boards and peripherals.

The new desktops undergo a comprehensive series of newly designed compatibility tests to ensure total hardware and software compatibility in stand-alone and multivendor environments. In addition, the new family is tested under extreme temperature, humidity and environmental conditions, as well as for mechanical stress with rigorous shock and vibration tests.

Standard features and options

All four models come standard with four megabytes of 80-ns 32-bit enhanced-page memory on the processor board, which can be expanded to 64 megabytes with the addition of an optional memory expansion board. The machines use industry-standard Single Inline Memory Modules (SIMMs), which provide easy-

to-install, low-cost memory expansion.

The new PCs have seven slots: one 32-bit system processor slot; one high-speed memory expansion slot; and five 8-/16-/32-bit EISA expansion slots, one of which provides a special hardware controlled screen blanking feature when used with the Advanced VGA board.

The standard Advanced VGA subsystem supports 256 colors at 640 x 480 resolution or 16 colors at 800 x 600 resolution running under Microsoft Windows 3.0, 132-column text mode, and a graphics accelerator that provides 50 percent greater video performance in graphics-based environments, such as Windows.

Also standard are two serial ports, one parallel printer and a pointing device (mouse) port. With the interfaces on a separate I/O board, several peripherals are supported without using an expansion slot. The I/O board also includes drive controllers for connecting diskette drives, fixed disk drives or tape drives, and the ROM BIOS.

The desktops, which can fit on a 22-inch (.56 cm) credenza with their new small form factor, have extensive storage capabilities. Each PC is equipped with a 3.5-inch 1.44-megabyte diskette drive, two half-height and one third-height accessible drive bays, and one half-height internal drive bay. Each has up to 1 gigabyte of internal disk storage capacity, which can be reached with just two 510-megabyte fixed disk drives.

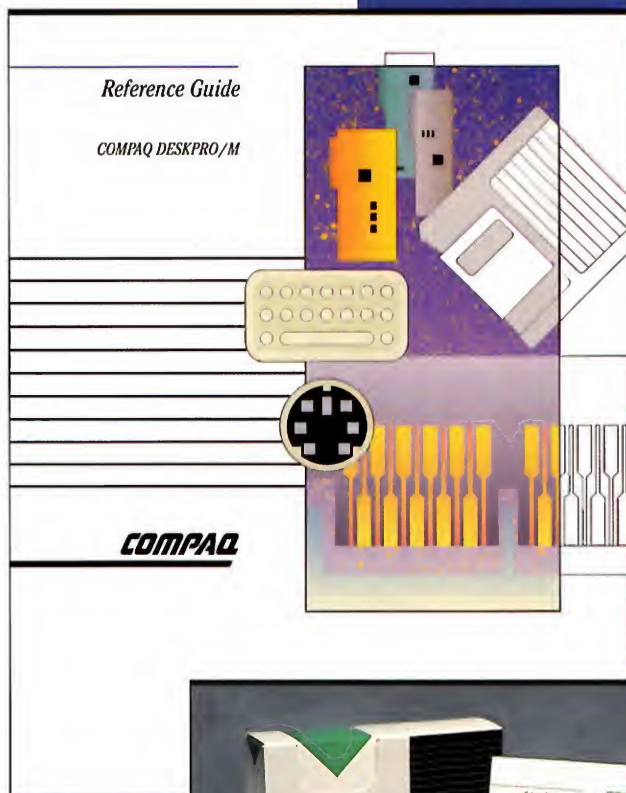
A host of security features are standard, including two new COMPAQ software security features — Asset Management Provision for accessing PC configuration information and serial number identification when conducting network inventory or asset management, and Quickblank which prevents data from being displayed on the screen. Hardware security features include the EISA Configuration Lock, for preventing unauthorized SETUP changes, and Cable Lock Provision, allowing systems to be physically secured to prevent theft.

The COMPAQ DESKPRO/M Family of Personal Computers

This design communicates the simple steps to upgrade the COMPAQ DESKPRO/M Family of Personal Computers, a new series of modular PCs.

This easy upgrade path is symbolized by the advancing motion of the computers. The internal components moving from one unit to the other in the background represents the modular quality of the new PCs. Interchangeable parts with easy access make possible a wide variety of upgrades.

In the new documentation, the Setup Instructions and the Reference Guide have new illustrations designed with computer graphic software. These illustrations are specific to each product form factor.



Documentation for new products has been redesigned by Corporate Communications Services, the Human Factors department and the Documentation Usability Team. The COMPAQ DESKPRO 486/50L was the first product to feature the new documentation.

COMPAQ